Statement of Work for the Coast Guard Readiness System in Response to COVID-19 Pandemic

1.0 Background

The mission of the U.S. Coast Guard (USCG) is to be ready, relevant, and responsive to successfully meet the Nation's safety, security, and stewardship needs in the maritime domain. The COVID-19 Pandemic has challenged this mission by impacting the USCG across both operation and mission support functions. Effective intervention and rapid response is critical to limiting the effects of the COVID-19 Pandemic on USCG operations and can only be achieved once the USCG understands the data it has at its disposal and leverages it to make data driven decisions. The USCG requires a mature, rapidly deployable capability to ask questions and receive accurate and transparent answers to questions about its ability to succeed in its mission. By deploying an effective commercial data integration and management platform to help inform its COVID-19 Pandemic response, the USCG will have better insight into how the USCG is responding to the pandemic and ensure that the decisions being made are appropriately prioritized with the highest level of situational awareness. Palantir Technologies Inc. (Contractor) will partner with the USCG to help turn USCG's data into actionable insights that mitigate the impact of the COVID-19 Pandemic, helping the service remain ready, relevant, and responsive.

2.0 Project Scope

The goal of this project is to assist the USCG in its COVID-19 Pandemic response. To meet this goal, the USCG will utilize the Palantir Gotham Platform (Palantir or the platform), a commercial software platform offered by the Contractor, to serve as the data management, analytics, and operations tool for USCG data throughout the duration of the Period of Performance (PoP). The USCG will work with Contractor to identify data sources relevant to its COVID-19 Pandemic response efforts. Sources that have been initially identified are listed in Section 3.3 below. Additional data sources may be added or supplemented by mutual agreement between the USCG and the Contractor.

Over the course of the project, the Contractor will provide term software licenses, training, and support services to implement Palantir as the integrated data environment for the USCG's COVID-19 Pandemic response. The Contractor will install, maintain, and configure their software in a FedRAMP certified cloud-based platform accessible from the USCG network. The Contractor will integrate USCG data and third party data, including public and open source data, as authorized by USCG, into Palantir and configure our suite of applications to visualize, analyze, and model this data for consumption within the USCG. USCG users will be able to explore, transform, and analyze their data within Palantir using the platform's core tools as well as the platform's open Application Programming Interfaces (APIs).

Contractor will work with the USCG to jointly identify use cases on which to focus. These will include, but are not limited to, PPE inventory and logistics. Contractor will leverage its commercial software to enable a common operating picture of the Coast Guard's PPE to effectively manage PPE inventory and make informed, data-driven, and risk-based decisions in support of COVID-19 Pandemic response effort. The rapidly growing pace of pandemic response demands a user-friendly, easily configurable enterprise PPE inventory management and analytics tool that can meet the USCG's goal of receiving and generating real-time, service-wide views and reports, benefiting users ranging from field operators currently performing manual tasks to strategic-level decision makers (e.g. Districts, Areas, Director of Operational Logistics, Deputy Commandant for Mission Support, etc.).

At the USCG's request, Contractor will support the USCG to accredit the platform using an Initial Authority to Test (IATT) and/or an Authority to Operate (ATO) in order to connect to USCG source systems.

The USCG and Contractor may also mutually agree to expansion efforts to account for additional use cases, data integrations, user groups, or application connections that fall outside the scope of this Statement of Work (SOW). Expansion projects may include additional USCG data integrations, computation-heavy machine learning or artificial intelligence processing, other high-level of effort application configurations, or integration to move data across instances of Palantir operated by other branches of the U.S Government, subject to the future agreement between the Contractor and the USCG.

3.0 Outcomes

The Contractor will provide the USCG with the following items over the course of the PoP.

3.1 Base Software Licenses

The Contractor will provide a 3-month term software license to the USCG, along with one 3-month option and one 6-month option, up to 12 months in total, each provided pursuant to Contractor's standard License and Services Agreement.

3.2 Software Platform Installation and Management

The Contractor will manage the setup of and installation of a FedRAMP certified AWS GovCloud environment. The Contractor will perform ongoing maintenance and regular patching of both environments.

3.3 Data Connections, Ingestion, and Integration

The Contractor will work with Use Case Project Leads to identify, understand, and gain access to USCG data necessary to expedite the USCG's response to the COVID-19 Pandemic. Immediate access to the necessary data is critical to the success of the partnership between Contractor and the USCG. The USCG will provide Palantir with necessary access to key USCG datasets. Upon receipt, the Contractor will ingest the provided datasets into Palantir, integrate the data, and model the data to provide a data asset the USCG can use to inform its COVID-19 Pandemic response.

Priority Data Sources will include COVID-19 30-Day PPE Inventory Status files and additional datasets, upon mutual agreement of the USCG and Contractor.

3.4 Product Configuration/Analytical Views

The Contractor will assist the USCG to (i) enable USCG-wide data entry and related forms for the collection of COVID-19 response data, and (ii) produce analytics and reports. The Contractor will also assist the USCG in configuring novel analytic views or web applications. Product configurations (e.g. Senior Leadership Dashboard for Current PPE Readiness Status, Individual Asset and Unit Readiness Report, etc.) will be agreed upon during weekly Sprint Planning meetings and consolidated into recurring Project Plans.

3.5 User Training and Feedback Sessions

- The Contractor will train users on successful operation of the platform. Training may be conducted in a classroom setting, over video teleconference, and/or side-by-side.
- Training will include the ability to use of the platform's analytic and application configuration tools. The cadence of training sessions will be mutually agreed upon during Sprint Planning.
- The Contractor will be present for feedback sessions.

3.6 Briefings and Reporting

- **Program Management Briefing:** The Contractor shall provide a monthly Program Management Briefing. The first submission of the Program Management Briefing shall be provided 30 calendar days after contract award. The format for this information is at the discretion of the Contractor.
- **Project Plans:** The Contractor and USCG will create and maintain detailed documentation on project prioritization, including dataset integration and product configuration plans.
- **Final Project Report:** The Contractor shall provide a summation of the performance during each contract period, along with plans to transition the capability to production.

3.7 Section 508 Compliance

ICT Section 508 Product Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) (codified at 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

1. All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards. ICT includes IT and other equipment.

2. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the applicable revised Section 508 Standards for each ICT.

3. When providing Platform as a Service (PaaS) and Software as a Service (SaaS), the contractor shall ensure services confirm to the applicable Section 508 standards (including the requirements in Chapter 5 for software and WCAG Level A and AA Level 2.0 success criteria for web and software. When the requirements in Chapter 5 do not address one or more software functions, the Contractor shall ensure conformance to the Functional Performance Criteria specified in Chapter 3.) The agency reserves the right to request an Accessibility Conformance Report (ACR) for PaaS and SaaS offerings. The ACR should be created using the Voluntary Product Accessibility Template Version 2.2 508 (or later). The template can be located at https://www.itic.org/policy/accessibility/vpat

4. When providing cloud hosting services (Infrastructure as a Service, Platform as a Service, Software as a Service, etc.) the Contractor shall ensure user administrative screens, dashboards and portals used to configure, and monitor cloud services conform to the Section 508 standards.

5. The Contractor shall ensure cloud hosting services shall not reduce the level of Section 508 conformance for ICT migrated by DHS to the cloud hosting environment.

6. Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the Contracting Officer and a determination will be made according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated November 12, 2018 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated November 20, 2018.

Proposal Instructions to Offerors

1. For each ICT Item that will be developed, modified, installed, configured, integrated, maintained, or hosted by the contractor pursuant to this contract, the offeror shall provide an acknowledgement of the Section 508 requirements and a detailed explanation of the Offerors plan to ensure conformance with the requirements. The Offeror shall also describe the evaluation methods that will be used to validate for conformance to the Section 508 Standards.

Acceptance Criteria

1. Before accepting ICT required under the contract, the government reserves the right to perform testing on required ICT items to validate the offeror's Section 508 conformance claims. If the government determines that Section 508 conformance claims provided by the offeror represent a higher level of conformance than what is actually provided to the agency, the government shall, at its option, require the offeror to remediate the item to align with the offeror's original Section 508 conformance claims prior to acceptance.

4.0 Capabilities

The Contractor will configure the platform to be capable of delivering the below capabilities.

4.1 Interoperability

The platform will demonstrate interdepartmental collaboration with relevant data systems. Although the USCG will only initially provide static data sets to the vendor, the platform will have the ability to interface with live IT systems should the USCG determine that live data is required.

4.2 Scalability

The platform will be capable of scaling to track COVID-19 readiness issues as the pandemic progresses and USCG decision makers require additional analytics to optimize USCG response and mission execution.

4.3 Rapid Implementation

The Contractor will demonstrate rapid implementation in order to meet current data ingestion and analytics demand within the platform.

4.4 Unified Interfaces

USCG operators today perform manual data entry in various disparate systems. The platform will integrate various data sources into a single interface to enable operators and analysts to perform operations within a single online portal.

4.5 Report Generation

The platform will produce up-to-date reports based on the latest field data.

4.6 Cloud Deployment

The platform will be successfully and securely hosted in a USCG-only enclave of a FedRAMP certified AWS GovCloud environment. The Contractor's estimate includes **$20,000 (months 1-6); $25,000 (months 7-12)** per month of cloud hosting will notify the USCG when cloud hosting spending reached 50% of the aggregate threshold and again at 75%, for each base and option period. When 100% of the funding amount is reached, the Contractor and the USCG will bilaterally renegotiate additional hosting required to be funded to maintain sufficient availability of cloud hosting infrastructure.

4.7 Data Integration

The platform will demonstrate the capability of future integration of data from disparate data sources currently maintained by the USCG.

4.8 Data Transformation and Modeling

The platform will be capable of transforming USCG data from a myriad of data sources into a unified schema and data ontology such that the data within the platform can be leveraged in multiple use cases and worked with by various users regardless of technical fluency.

4.9 Data Lineage

The platform will be capable to track data from the original source, so that derived reports can be trusted and reliable.

4.10 Dataset Versioning & Branching

The platform will enable users to manipulate and work with the datasets to rapidly and securely generate workflows and reports.

4.11 Access Controls and Permissions

The platform will ensure that only users with the appropriate permissions can access information and workflows within it.

5.0 Project Governance

5.1 Period of Performance

The Contractor will provide a 3-month base term software license to the USCG, along with one 3-month option and one 6-month option, up to 12 months in total, each provided pursuant to Contractor's standard License and Services Agreement.

5.2 Project Staffing

The USCG and the Contractor will convene a group of key project stakeholders to meet regularly to govern, assess, and align pilot progress including but not limited to Program Sponsor, Project Leads, Technical Leads and Subject Matter Experts.

USCG representation will consist of the following:

Role	Responsibilities
Program Sponsor	• Serve as a high-level executive sponsor for the project. • Facilitate planning, ensure rapid feedback, and help resolve risks/blockers.
Coronavirus Coordination Team (CCT) Lead	• Identify initial program office stakeholders. • Provide sponsorship and continued engagement to ensure effective implementation and access to key resources, such as data sources, experts, and users. • Review project progress with the Contractor Project Lead.
Use Case Project Lead	• Identify stakeholders related to associated use case. • Provide sponsorship and continued engagement to ensure effective implementation and access to key use case resources, such as data sources, experts, and users. • Review project progress with the Contractor Project Lead.
Technical Lead	• Partner with the Contractor Project Team to obtain necessary approvals. • Provide the Contractor Project Team with access to the required data sources and data dictionaries (when available). • Help the Contractor Project Team resolve technical issues, such as access, workstation updates, etc.
Subject Matter Experts	• Work with the Contractor Project Team on data modeling and to clearly define workflows. • Provide feedback to the Contractor Project Team.

The Contractor Project Team will consist of the following:

Role	Responsibilities

Project Lead	• Primary point of contact. • Ensures team is aligned on key outcomes. • Communicates status of the project to USCG stakeholders on a predetermined schedule for the duration of the pilot.
Forward Deployed Engineers	• Work with customer IT to perform initial technical setup tasks, such as whitelisting IP addresses, enabling data connections, and integrating with the client's Single Sign-On provider. • Integrate data into environment and/or support client technical users to do so directly. • Train customer engineers on Palantir's technical elements.
Deployment Strategists	• Work with subject matter experts to appropriately model data where needed. • Support client business and train technical and non-technical users directly. • Lead training sessions with clients.
Data Scientist (as needed)	• Partners with the USCG's data experts to deploy data science techniques effectively in Palantir.

5.3 Project Management

The Contractor's implementation and management processes will follow an efficient and predictable timeline. The USCG and the Contractor will coordinate all activities transparently and ensure that objectives and achievements are consistent with project requirements, according to the following schedule:

Type	Objectives	Frequency
Kickoff Meeting	• Introduce the Palantir Project Team and the project. • Review project objectives, management approach, and pre-project findings.	Once, no later than 7 days after contract award
Sprint Planning Team Meetings	• Review project status with the CCT Project Lead and associated Use Case Project Lead. • Align on actions to support continued deployment of capability and integration of required data sources.	Weekly
Project Governance Meetings	• Review project accomplishments with Senior USCG decision-makers. • Provide guidance and support on project goals.	Monthly

6.0 Place of Performance

Work by the parties under this contract will be performed in the managed cloud environment, Contractor offices, and at USCG Headquarters, or remotely as may be required by current circumstances. USCG Headquarters will be the primary location for capability demonstrations unless social distancing rules/guidance requires virtual capability demonstrations.

7.0 USCG Furnished Equipment (GFE) and Support

The USCG will provide or facilitate access to the items listed under 7.1 and 7.2 and support throughout the POP. Any delays in the following may cause additional time for completion of critical outcomes, including software installation, data integration, and user training.

7.1 Installation Access and Badging

The USCG will provide Contractor personnel with all necessary access, including badges or Personal Identity Verifications (PIVs), to the extent applicable.

7.2 Data Access

The USCG will secure access and authorizations for the data sources listed in Section 3.3 above, including documentation, data models and schemas, entity-relationship diagrams, and architecture artifacts for all data sources.

8.0 Government Property/Equipment

8.1 Infrastructure

The Contractor will deliver the platform in a USCG-only enclave in a secure cloud environment.

8.2 Data Breach

In the event of any suspected or confirmed breach, release, and/or unauthorized access or use of USCG data, the vendor shall notify the USCG within one hour of discovery. The vendor shall provide formal notification in writing within 24 hours, initiate an investigation into the breach, conduct a damage assessment, and determine mitigation procedures to prevent a repeat of such an incident. The vendor shall provide updates on the investigation into the breach upon the request of the USCG. The USCG point of contact for data breach notification is USCG Chief, Office of Privacy Management, and (CG-6P): (202) 475-3515.

8.3 Data Destruction

All USCG data shall be destroyed or otherwise made inaccessible no later than 90 days after the completion of this contract, unless USCG determines the need for further retention or transfer.

8.4 Data Rights

USCG reserves all rights to its data. The Contractor possesses no rights to USCG data.

8.5 Data Transition

Upon USCG request, at the end of the contract period of performance or no more frequently than once per quarter, the Contractor will provide an export of data hosted in the platform to the USCG in a common file format.

9.0 Sample Use Cases

Contractor and USCG will mutually agree upon use cases to work on over the course of the POP. Representative use cases may include, as mutually agreed:

9.1 Readiness

As the basis of service readiness, Contractor will provide the USCG with an ability to aggregate a Coast Guard-wide picture of readiness across the approximately 630 field units holding PPE inventory, based on field user data entry. The USCG projects approximately 1260 users with data entry permissions (based on 2 users per unit) and another 200 users performing data analytics and generating reports. The USCG is currently focused on collecting the following metrics:
- Types and models of PPE held per unit (specifically, masks, gloves, suits or coveralls, hand sanitizer, and goggles)
- Quantity of each PPE type held per unit
- Burn rate (actual and projected) per PPE type per unit
- For operational units, their operational status (i.e. underway/deployed, in port home port, in port away from home port, etc.)

- Unit mission classification based on USCG defined parameters

The technical tool will display readiness statistics via a number of configurable workflows, such as:
- **Senior leadership dashboard of current PPE readiness status.** The dashboard should render models to senior leadership to enable data-driven decision making. An example would be a view-only scenario demonstrating the current status for a geographically aggregated group of assets, such as USCG District cutters.

- **Individual asset and unit readiness report.** A report with the ability to drill down to the readiness metrics of a given asset or unit and potential ways to improve readiness, whether asset-specific or service-wide.

9.2 Supply Management

The Contractor will configure the platform in support of the USCG requirement to support efficient stocking, utilization, and replenishment of PPE and provide an in-depth understanding of its supply chain. Supply chain optimization is based on multiple factors, including, but not limited to, where the inventory is stored, use based on shelf life, determination of equivalency, and ability to make data-driven purchasing decisions. Supply chain objectives currently include:

- What inventory does the USCG currently have on hand?
- Where is inventory stored?
- How much does the inventory cost?
- Can the USCG save costs by improving how it stores inventory? Is there a way to optimize asset deployment based on shelf life or other parameters?
- Can the USCG save costs by improving the procurement process? Is there excess inventory that could be reassigned to fill shortages?
- Where is the USCG not prepared to meet demand?
- Inventory procurement status (ordered, shipped, received, etc).

The platform will seek to utilize supply chain management tasks via a number of different workflows, such as:

- **Total inventory visibility**. The USCG requires an ability to visualize PPE data at all echelons and levels of command, and at all levels of inventory. Currently, items are tracked in a variety of available IT tools, such as Microsoft Excel and the USCG-developed "Common Core" system resulting in a multitude of report types and formats, and requiring manual consolidation. There is no single enterprise view or valuation of inventory. Reports are difficult to adjust to new requirements and fraught with unintended errors resulting from manual processing of information. This workflow will focus on providing the single enterprise view of inventory.
- **Replacement tracking**. A user should be able to easily view the status of PPE supply transaction, from identification of need to receipt, holistically demonstrating where PPE is currently located, when it is due to arrive, whether or not it will be purchased or moved from storage, etc.

9.3 Anticipation of Demand

The Contractor will configure the platform in support of the USCG need to attain a robust level of forecasting demand spikes and pre-positioning of PPE. Anticipating demand, although challenging, can be assisted by combining and evaluating certain asset attributes, such as criticality based on pandemic hot spots, geographic location, and mission type. Optimized and efficient predictive analytics is a critical component to ensuring the Coast Guard's ability to be always ready. The platform should aim to facilitate answers to the following problem statements:

- How can the USCG more efficiently distribute new and available PPE?
- How can the USCG understand where its assets are with respect to PPE inventory readiness?
- Where will the USCG need PPE in a specified timeframe?
- What are the trends across the fleet to make high-level decisions?

- How can USCG be proactive in meeting PPE demand?

Appendix A - License and Services Agreement